

Activity Code (AC)	Description	User (U) or System (S) Applied	Moves Account Yes (Y) or No (blank)
IC	Incoming Call. A phone call coming into the collection center on an account.	U	
OA	Outgoing Autodial (dialer) Call	S	
OC	Outgoing Call. A phone call is going out from the collections center to someone about a specific account.	U	

Contacted Party (C) Codes					
Code	Person Contacted	Code	Person Contacted	Code	Person Contacted
A	Primary Account Holder	I	Disconnected	S	Spouse
Y	Any Responsible Party, including Secondary/Joint Account Holder	N	No Answer/ No Pick-up	T	Attorney
B	Busy; Account returned automatically 15mins.	E	No Longer Employed	5	Answering Machine (system generated)
L	Left Message	O	Talked to Other person		

Phone Validity Codes			
Validity Code	Description	Validity Code	Description
A	* Not Used *	X	Invalid/Wrong Number
B	No Good Number	V	Valid Number
L	* Not Used *	P	Possible Number
N	Do Not Call (i.e., cell phone do not call)	T	Temporarily Do Not Call

Phone Types			
Type	Description	Type	Description
Attorney	Attorney	Mobile	Cell Phone Number
Business	Alternate business number	Primary	Additional Primary contact number
Family	Family member	Reference	Other Number
Guarantor	Guarantor for customer	Temporary	Temporary contact number